

## REMARKS

Enclosed is a divisional application and a copy of the Declaration/Oath submitted in accordance with Rule 1.53(b). Please enter this Preliminary Amendment prior to examination of this divisional application.

The Examiner is invited to call the undersigned at (408) 947-8200 if there remains any issue with allowance of this case.

If there are any additional charges, please charge Deposit Account No. 02-2666.

Respectfully submitted,  
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Dated: 05/16, 2001

  
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**VERSION WITH MARKINGS TO SHOW CHANGES MADE**

**IN THE SPECIFICATION**

On page 1, the paragraph starting at line 4 has been amended as follows:

The present invention relates to a system for establishing connection[s] between two individuals in, for example, a call processing environment. [Additionally, the present invention provides a system for displaying information about a telephone caller to a telephone agent.]

On page 4, the paragraph starting at line 3 has been amended as follows:

Embodiments of the present invention provide [a system for establishing communications between two individuals and for providing] information about a telephone caller to a telephone agent.

On page 4, lines 6 through 18 have been deleted.

On page 4, the paragraph starting at line 19 has been amended as follows:

[Other] An embodiment[s] of the invention handles an incoming call by generating a web page that contains information about the caller. Information about the caller is based on the telephone number of the incoming call. An identifier associated with the generated web page is transmitted to an agent that will answer the call.

**IN THE TITLE**

A Method and Apparatus for [Establishing Connections] Processing A Telephone Call.